

City of San Diego

Customer Care Center

Customer Enrollment Tips

Temporary Password:

Some customers are having difficulties with the entry of temporary passwords. We are finding that some customers are using the cut and paste option from their email and in many cases, are including an extra space in the password. A solution for many customers experiencing this issue is to actually key in the password directly, avoiding the extra space.

Another solution is to start your cursor precisely at the beginning of the temporary password and drag cursor over entire temporary password until the last character of the password is highlighted.

Old Account Number Not Working:

Extra spacing included in the entry of old account numbers can also generate an error. Customers are advised to enter only the number indicated on their old bills or iPay account, excluding any letters or hyphens. For example: The old account number is U-12-34567-89-1, the customer needs to enter 1234567891 (Notice that the U and the hyphens are not included)

Account Name Not Working:

Customers are advised to enter the account name exactly as it appears on a bill, excluding any space or punctuation not included in the old account. Example: If your name is JANE S. DOE you would enter JANE S DOE (Notice that the spaces are included because they were in the original example, but the period is not and all letters are capitalized).

Zip Code Not Working:

The new system requires the customer mailing address zip code plus the additional four U.S. Postal Service routing numbers as found on your bill. A hyphen is required. For example: 92116-1706

Recurring Payment Option:

The system requires customers to input and save checking account information prior to establishing recurring payments. Once the bank account information is entered and saved, the recurring payment option becomes available.

Once an automatic recurring payment is entered, it becomes active immediately. The automatic recurring payment will pay any amount currently due or past due at the end of the current or next business day.

Multiple Accounts:

Some customers have multiple accounts and would like to link them under one online user ID. To request that accounts be merged, customers should contact our Customer Care online support hotline at (619) 515-3516. Please note that only accounts where the customer/accountholder is the same person or business organization can be combined or merged. Requests will be reviewed and processed on a case by case basis.

For more detailed enrollment instructions, view the **Frequently Asked Questions, Instructions and Video Simulations** on the webpage you are currently visiting. Click on the Help/FAQ blue button.